

POLICY & PROCEDURE MANUAL

SECTION	ADMINISTRATION	POLICY NUMBER	2-7-06
SUB-SECTION	Accessibility	EFFECTIVE DATE	2017-12-15
SUBJECT	Accessibility Compliance Policy		
AUTHORITY	Council		

PURPOSE:

The County of Dufferin is obligated to develop Accessibility Policies under the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario Regulation 191/11. This regulation establishes accessibility standards for customer service, information and communications, employment, transportation and the built environment for public spaces.

STATEMENT:

The County of Dufferin is committed to ensuring equal access and participation for people with disabilities. The County is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. The County believes in integration and we are committed to meeting the needs of people with disabilities in a timely manner. The County will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.

PROCEDURES:

Training

The County of Dufferin is committed to training staff and volunteers in Ontario’s accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

The County of Dufferin will train its employees and volunteers on accessibility as it relates to their specific roles.

Procurement

The County of Dufferin will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, the County will provide an explanation upon request.

Self-service kiosks

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The County of Dufferin will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and communications

The County of Dufferin will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

The County of Dufferin will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

The County of Dufferin will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

The County of Dufferin's performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

Transportation Standards

The County of Dufferin will ensure that any transportation services provided by the County will provide equal access to people with disabilities. We will do so by removing and preventing barriers to accessible transportation offered by Dufferin County's departments.

Design of Public Spaces

The County of Dufferin will incorporate accessibility criteria and features in accessible service related elements; eating and outdoor play spaces; exterior paths of travel; maintenance of public spaces; on and off street parking as well as trails and beach access routes.

Changes to existing policies

The County of Dufferin will modify or remove an existing policy that presents a barrier to people with disabilities.